DOCUMENT RESUME

ED 239 620 IR 050 579

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TITLE Circulation Aide Training Manual.
INSTITUTION College of DuPage, Glen Ellyn, Ill.
PUB DATE Nov 82
NOTE 16p.; Best copy available. Prepared at the Learning Resources Center.
PUB TYPE Guides - Classroom Use - Materials (For Learner) (051) -- Tests/Evaluation Instruments (160)

EDRS PRICE MF01/PC01 Plus Postage.
DESCRIPTORS Guidelines; Individual Instruction; *Learning Resources Centers; Library Collections; *Library Technicians; *On the Job Training; Open Book Tests; Postsecondary Education; Work Sample Tests
IDENTIFIERS Library of Congress Classification; *Shelving Practices; *Student Assistants

ABSTRACT

This training manual provides instruction on shelving and other duties for student assistants in the learning resources center at the College of Dupage, located in Illinois. It is noted that prospective student circulation aides are required to read the manual and pass a written test on policies and procedures before they are allowed to shelve materials. The manual is divided into nine sections, including: (1) general instructions; (2) a general description of duties; (3) a description of the Library of Congress (LC) classification system, with an explanation of the component parts of an LC call number and a list of basic rules of shelving using the LC system; (4) an overview of the types of collections in the learning resources center; (5) a list of specific shelving procedures; (6) a list of shelving procedures for special collections; (7) a series of final reminders for student assistants; (8) a list of procedures for training student aides; and (9) an open-book quiz on policies and procedures covered in the student aide training manual. (ESR)

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COLLEGE OF DUPAGE

LEARNING RESOURCES CENTER

CIRCULATION AIDE TRAINING MANUAL

NOVEMBER 1982

IR052579

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TO THE EDUCATIONAL RESOURCES INFORMATION CENTER (ERIC)."

SECTION I. GENERAL INFORMATION

1. Hours. A student-aide can work up to 20 hours per week while classes are in session. Additional hours are sometimes available during vacations, between quarters, etc. Hours of employment are determined by the needs of the circulation department and each student aide's individual class schedule.

2. Sign-In; Sign-Out. Each student-aide is required to sign-in on a time sheet when he or she reports for work and sign-out upon leaving for the day. A supervisor must initial each time sheet.

3. Absences. If you are going to be absent or late for work you are expected to call your supervisor. If a student-aide is tardy or absent more than three times without a legitimate excuse, he/she will be subject to dismissal.

4. Breaks. Every student employee is entitled to a fifteen minute break for each four hours worked. Breaks must be approved by a supervisor.

5. Salary. Each student-aide must sign a time card and turn it in to the supervisor at the circulation desk. Your paycheck will be given to you by your supervisor every other Friday.

6. Work-Study Handbook. A work-study handbook (produced by the office of financial aids) is provided with this manual. It deals with a number of important aspects of your employment at College of DuPage. Take time to become familiar with its contents.

SECTION II. GENERAL DESCRIPTION OF DUTIES

As a student aide, you will be expected to perform the following duties:

1. Materials Shelving. The shelving of all LRC materials (except magazines, films, and 3/4" cassettes) will be your major responsibility. You will spend most of your working hours organizing and shelving materials.

2. Book Drops. You will be asked to remove materials from the book drops (large metal cabinets outside the front door of the LRC) and return these materials to the circulation desk.

3. Newspapers. Daily newspapers are delivered to a mailbox on Lambert Road outside Building J. You will be required to retrieve these newspapers--rain or shine-- and bring them to the circulation desk.

4. Reading Shelves. Another important task related to shelving is the "reading" of shelves. At various times you will be asked to go to a specific range of shelves and arrange the materials on those shelves so that they are in correct Library of Congress call number order.

5. Housekeeping. Student assistants are required to perform some light housekeeping chores such as dusting shelves, etc.

6. Other Duties as Assigned. On occasion, you may be required to perform some additional duties under the direction of the circulation staff.

SECTION III. THE LIBRARY OF CONGRESS CLASSIFICATION SYSTEM

The Learning Resources Center uses the Library of Congress Classification System to organize its materials rather than the more familiar Dewey Decimal System that you may have used in your public or school libraries. This system (which is designed for use at the Library of Congress in Washington, D.C.) is used in large libraries and simply organizes materials using an alphabetical scheme rather than a numerical one. Review LRC Information Series No. 7 at the end of this manual for an outline of the system.

The call number on the spine of a book or box of audio-visual materials contains at least three lines and could contain seven or eight lines. Each line should be read distinctly and separately. A typical call number might read as follows:

(line 1) PS
(line 2) 3515
(line 3) .A27
(line 4) G54
(line 5) 1979

An explanation of the call number is as follows:

Line 1. The first line always consists of letters. Usually the call number will consist of one or two letter combinations; materials in the legal collection (the letter K) could contain up to three letters (i.e., KFI). When placed on the shelf, single letters come first, followed by double letters. The following letters are in correct order from left to right:

P	PN	PR	PS

Line 2. The second line consists of 1 to 4 numbers. Materials are placed on the shelf in numerical order from the lowest number to the highest number. For example, the following numbers are in correct order from left to right:

BF	BF	BF
31	310	3105

In addition, some numbers in the second line have a decimal point. For example:

BF	HG
30.5	719.6

Be sure to place materials on the shelf by the whole number first, and then by the numbers following the decimal point. The following numbers are in correct order from left to right:

BF	BF	BF	BF
607	607.2	6072	6072.5

Line 3. Line 3 usually begins with a decimal point; the decimal point is always followed by a letter. Materials are therefore placed on the shelf alphabetically by that letter.

A number or numbers always follow the letter. IMPORTANT: WHEN LINE 3 BEGINS WITH A DECIMAL POINT, THESE NUMBERS ARE NOT WHOLE NUMBERS BUT DECIMAL NUMBERS. Therefore, numbers on line 3 are filed integer by integer rather than by whole numbers. For example, .G39 is placed on the shelf before .G4 because .G4 really means .G40. Since .39 comes before .40, .G39 would be placed on the shelf first. The number .B765 is filed before .B77 because .B77 is really read as .B770. (If you are confused, simply add a "mental" zero to a single digit number when comparing it to a double digit number)

The call numbers below are in correct order from left ot right:

BF	BF	BF	BF	BF
706	706	706	706	706
.A2	.A276	.A28	.A281	.A29

Line 4. Many call numbers are only three lines long. If a 4th line is added, it may either be a 4 digit number which reflects the date of publication (i.e., 1975, 1978, etc.) or the line will consist of a single letter followed by several numbers (i.e., W15 or H75).

If the first three lines are identical and the 4th line of one book is a date (4 digit number) and the 4th line of another book is a letter and number combination, file the book with the date first on the shelf: DATES (WHOLE NUMBERS) ARE PLACED BEFORE LETTERS PLUS NUMBERS. For example, the following call numbers are correct from left to right:

BF	BF	BF	BF
706	706	706	706
.A2	.A2	.A2	.A2
1958	1978	G59	P74

When the 4th line has a letter followed by numbers, this line is really a continuation of the third line which began with a decimal point. Thus the 4th line will not begin with a decimal point, but the NUMBERS ARE STILL DECIMAL NUMBERS AND NOT WHOLE NUMBERS. These numbers are filed just like those in line three--integer by integer. For example: the call numbers below are in correct order from left to right:

BF	BF	BF	BF	BF
706	706	706	706	706
.A2	.A2	.A2	.A2	.A2
G49	G5	G513	G52	G521

Lines 5 through the end. A call number may consist of more lines containing dates and/or letter combinations. Use the same rules discussed for lines 1-4 above. For example, v. 1 stands for volume 1 and v. 1 would be placed on the shelf before v. 2. This might be the 5th or even 6th line of a call number.

SOME BASIC RULES OF SHELVING USING THE LC SYSTEM INCLUDE:

1. Nothing comes before something. A number like 1979 would come before 1979a because a space or nothing would come before the first letter in the alphabet.

2. Whole numbers (such as dates) come before the letter A and the rest of the alphabet.

3. Pay attention to decimal points; numbers are filed integer by integer rather than as whole numbers.

4. Take your time, concentrate, and read call numbers carefully.

5. Compare the call numbers line by line and arrange them accordingly.

6. If you do not know where something is to be shelved, ask for help at the Reference Desk or Circulation Desk.

SECTION IV. THE LRC COLLECTION

Before any materials can be returned to the shelves, they must be orgainzed on book trucks in the circulation area. It is important to understand the various collections of materials in the LRC so that books and audio-visual materials will be returned to the proper shelves. The collections of the LRC include:

1. General Collection. The general or circulating collection consists of over 100,000 books and audio-visual items that can be taken from the LRC. Materials in the General Collection are identified simply by a Library of Congress call number with no other special designation. For example:

LB
1021
.H23

2. Reference Collection. Reference materials are encyclopedias, dictionaries, almanacs, etc. and do not circulate outside the LRC. The word REFERENCE appears in capital letters above the call number. For example:

REFERENCE
JK
811
.B47

3. 7-Day Books. Current best sellers--both fiction and non-fiction-- are placed on the 7-day shelves. These books circulate for one week and are identified by a large red dot above and to the right of the call number. For example:

PS •
3525
.J54
M76

4. Juvenile Collection. This collection holds children's materials up to the age of eleven. Juvenile materials are identified by the word JUVENILE printed in capital letters above the call number. For example:

JUVENILE
PZ
7.1
.J56

5. Oversize Collection. Some books and audio-visual collections are too large for regular shelving. These items are identified by the OVERSIZE printed in capital letters above the call number. For example:

OVERSIZE
NC
1001
.J76

IMPORTANT: Oversize art materials (all those items with any combination of letters beginning with the letter designation of N) are shelved in the general collection at the end of the art collection (after the books marked NX). All other oversize materials are shelved at the end of the General Collection after the Z's.

6. PICS. The planning Information Center for Students (PICS) contains college and career information. The word PICS in capital letters above the call number identifies materials in this collection. For example:

PICS
HF
5900
.L89

7. Pamplets. The LRC collects many articles, brochures, and pamphlets which are filed in large black filing cabinets. Pamphlets have no call number but have a subject printed across the top of the item in black

pen; this subject corresponds to the subjects used in the filing cabinets.

8. Musical Recordings Collection. The Phonodisc or Musical Recordings Collection consists of thousands of LP's which are stored in cabinets and browzing bins. These records are musical recordings and are identified with the word PHONODISC printed in capital letters above the call number. For example:

PHONODISC
MO
798
.K98

IMPORTANT: Only those records with a call number beginning with the letter M are placed in the Record Collection. All other records are shelved in the general collection by call number (i.e., records marked PN are placed in the PN collection) despite the fact that these records are also marked PHONODISC. Be especially careful to place Juvenile records in the Juvenile Collection and not in the Musical Records Collection.

9. 1/2" Videocassette Collection. A large collection of 1/2" videocassette feature films are rented to patrons at the Circulation Desk.

10. 16mm Film and 3/4" Videocassettes Collection. These materials are located at the Film and Equipment Desk. Student aides and staff in that area are responsible for the circulation of those formats.

IMPORTANT: All audio-visual materials such as records, tapes, filmstrips, film loops, slides, etc. are placed on the shelves with the books according to Library of Congress number with the exception of musical recordings (all those records beginning with the letter M) which are shelved in the Musical Recordings Collection. For example, a record marked JUVENILE would be placed in the Juvenile Collection by its Library of Congress number; a tape in psychology (BF) would be placed with the books and other materials in the BF section of the General Collection.

SECTION V. SPECIFIC SHELVING PROCEDURES

Shelving procedures will vary with the type of material to be shelved, the number of student aides available, the time of the day, and even the time of the quarter. General procedures are as follows:

1. Retrieving. Materials returned to the LRC are most often returned to the Circulation Desk or put in the book drops outside the front door. Once materials are returned to the circulation area, they must be "sensitized" on our 3M Security System. This involves passing the returned material over a machine which puts a signal on special tape attached to the book or other material. If you asked to run materials through the machine, you must separate audio-tapes from all other materials. If you do pass a tape through the machine, you will damage tha tape and a new copy will need to be purchased.

2. Organizing. Materials to be shelved need to be organized on book trucks in the circulation area before you begin placing them on the shelves. These materials should be arranged first (a) by type of collection, and

then (b) by Library of Congress order. For example, depending on the amount of materials to be shelved, the number of trucks available, etc., you should place all the reference books on one truck, the juvenile materials on another, general or circulating materials on another, etc. Once these collections are separated, you should arrange the materials in Library of Congress order. Depending on the amount to be shelved, you may have materials from the letters A through E or just materials in PS.

3. Shelving. Once materials are arranged in proper Library of Comgress order on your truck, you should proceed to the proper ranges and begin shelving. Be sure to be careful with the following:

   a. Read the Library of Congress call number on each item carefully and pay attention to the collection designation (Juvenile, General, etc.) and to decimal points. A book with a call number of BF 607.2 may become lost for months if it is placed with materials at BF 6072. Remember, most numbers in the third and fourth lines of the call number are decimal numbers and not whole numbers when those numbers are preceeded by a decimal point and a letter.

   b. Read the range finders carefully. Range finders are the metal brackets on the end of each range of materials which hold a card telling the patron which materials are placed on that range. For example, a typical card might read:

      BS 1170 / BX 889

      This means that all materials with call numbers from BS 1170 to BS 889 are placed on that range of shelves. Thus, if you place a book with a call number of BS 1169 or BS 990 on this range, the book immediately becomes LOST.

      Also, if you find a book with such a call number in the wrong place, please remove it and put it in the correct place.

   c. Do not try to "squeeze" too many materials on one shelf. Loosen brackets or slide book ends down to make room for materials.

      Rearrange the materials from one shelf to another if one shelf is too crowded. In doing so, break up the materials in a logical fashion. For example, if one crowded shelf has 40 books and 30 have a call number of PS 3515 and the other ten have a call number of PS 3516, move all ten items with call number PS 3516 to the next shelf.

      IMPORTANT: Be careful if you must shift from one range to another. Read the range finders so that the materials stay within the range. If they must be moved to another shelf and this makes the cards on the ends of the ranges incorrect, notify someone at the circulation desk so that those cards can be corrected.

   d. Take time to reshelve books and other materials that have been placed on chairs, tables, carrels, the floor, etc. If you find a shelf of materials that is particularly "messy" or out of order, please rearrange the shelves. If you do not have the time, notify the circulation desk of the location so that those shelves can be "read" and rearranged at another time.

e. IMPORTANT: If you are confused or do not know what to do, ASK FOR HELP at the Circulation Desk or the Reference Desk.

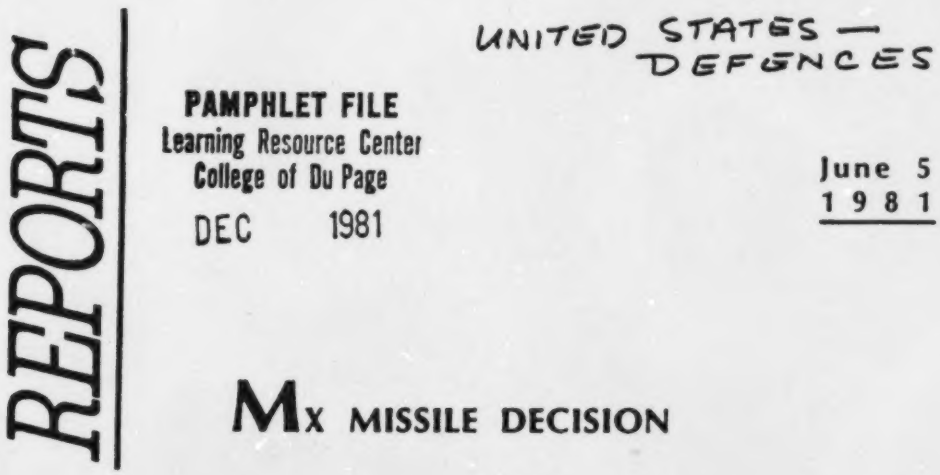
f. All materials including records, filmstrip boxes, slide trays, etc. are shelved in proper Library of Congress order with the books. An exception: cassette tapes stored in the square yellow boxes are usually placed to the right of the books on the same shelf. This keeps these boxes from being pushed behind the books and becoming "lost".

g. Shelve materials in PICS, the Juvenile Collection, Reference, etc. using these same principles and following strict Library of Congress order. REMEMBER: If something is misplaced, it immediately becomes lost.

SECTION VI. SHELVING PROCEDURES FOR SPECIAL COLLECTIONS

1. PICS, Reference, Juvenile Collection. Be sure to separate the various collections in the circulation area before you move to the shelves. Use the same basic principles of shelving discussed in Section V above and be sure to follow strict Library of Congress order and read call numbers line by line.

2. Pamphlet File. The major part of the Pamphlet File is arranged alphabetically by subject heading. Each pamphlet is assigned a subject heading which is printed on the upper right corner of the pamphlet; the word PAMPHLET is stamped on the upper left corner. A typical pamphlet looks as follows:



When filing a pamphlet, be sure that the subject heading on the folder in the pamphlet file matches exactly the subject heading on the upper right hand corner of the pamphlet.

Besides pamphlets, the pamphlet file holds the following materials:

a. Corporation Annual Reports. File these alphabetically by the name of the corporation.

b. Media catalogs. File media catalogs alphabetically by the name of the

company producing the various forms of media.

c. Picture File. Portraits and other pictures will have the words PICTURE FILES printed at the top and a subject heading will also be printed across the top. File pictures alphabetically by the SUBJECT. Portraits which are part of the International Portrait Gallery (pictures of famous people) should be filed alphabetically by the person's last name.

3. Musical Recordings. The Library of Congress system has been modified slightly to satisfy the needs of our musical recordings collection. The call numbers are based on the type of music: for example, instrumental music is given the designation of MI; opera is MO; folk music is MF. The other lines in the call number are the same as any other call number on a book.

The records are stored in two types of cabinets: all records marked MP and MJ go into waist-high browzing bins; all other records are placed by Library of Congress call number in tall wooden cabinets or on regular shelving. When you organize records in the circulation area, it is best to separate the records marked MP and MJ from the other records.

IMPORTANT: Remember that any record marked PHONODISC that has a call number designation other than M is placed in its proper place in Juvenile, General Collection, etc.

IMPORTANT: Any material other than a musical recording that has a call number beginning with M (such as a book or filmstrip) goes into the M section of the General Collection and is not shelved with the musical recordings.

The call numbers on phonodiscs can be very complicated and can contain 5 or 6 lines. Be sure to read the call numbers carefully line by line and pay attention to volumes (i.e., v. 1, v. 2) and multiple copies (i.e., c. 1, c. 2). For example, the call numbers below are correct from left to right:

PHONODISC	PHONODISC	PHONODISC	PHONODISC
MI	MI	MI	MI
170	170	170	170
.H55	.H55	.H55	.H55
M27	M27s	M3	M3
1973		c. 1	c. 2

Because the call numbers are so close to one another, the records can easily be misplaced. PLEASE SHELVE CAREFULLY.

Often patrons will replace records in the wrong place or leave records out near the turntables. Please take the time to reshelve these records in the proper place.

SECTION VII. SOME FINAL REMINDERS

1. When in doubt, ask for help.

2. Take your time and do a thorough job. Concentrate on each task. Remember, misplaced materials can be lost for long periods of time or may even be declared lost. Lost materials are reordered; therefore, a simple mistake could cost a great deal of money.

3. Read the Library of Congress call numbers carefully line by line and follow the rules discussed in this manual. Note if the materials belong in any of the special collections.

4. Please clean up "messy" areas or notify the circulation desk if you don't have the time.

SECTION VIII. GENERAL PROCEDURES FOR TRAINING STUDENT AIDES

The following procedures are suggested for using this manual and training student aides. Each perspective student aide should go through this program with a competent trainer.

1. The student aide should read the training manual and ask any pertinent questions of the trainer.

2. The student aide then should be given a thorough tour of the LRC by the trainer to explain the collections and procedures outlined in the manual.

3. After the tour, the student aide should take the written test on the manual and then go over the quiz with the trainer. This test is to be used as a training tool; no scores or grades of any kind will be recorded. The test should help the trainer determine if the student aide understands the material in the manual. No student aide should be allowed to continue training unless the trainer is satisfied that the student aide understands the Library of Congress system and LRC procedures well enough to begin practical training in the collection itself.

4. Having passed the written test, the student aide will learn to organize materials in proper order on a book truck. The trainer will observe and critique the work of the aide in the circulation area.

5. After learning to organize materials on the truck, the student will proceed to the collection with a truck of materials under the direction of the trainer. The trainer will observe and critique the work of the student aide in the collection.

6. The student aide will then be given a practical test in which he/she will be asked to organize a truck of materials and shelve these materials in the collection. The student aide will be instructed to place these materials on their sides or sticking out from the rest of the collection so that the accuracy of the shelving can be checked. After the shelving is complete, the student aide and the trainer will go to the collection to critique the accuracy of the shelving.

In conclusion, no student aide should be allowed to begin work on his/her own until he/she has:

1. read the training manual;
2. passed the written test to the satisfaction of the trainer;
3. taken practical training;
4. passed a practical shelving test to the satisfaction of the trainer.

SECTION IX. QUIZ ON THE STUDENT AIDE TRAINING MANUAL

The purpose of this quiz is demonstrate your understanding of the Student Aide Training Manual including the operation of the Learning Resources Center and the basic procedures of shelving materials in the LRC. This test is intended to be used as a training device; it will not be graded nor will any scores be recorded of your performance. However, you will be expected to demonstrate a basic understanding of your job responsibilities in writing to your trainer before you can begin practical training. Take your time in answering the questions below. You may refer to the training manual at any time. If you are confused, ask questions.

1. Indicate which of the following duties you will be asked to perform as a student aide in the LRC (check all that apply):

_____ shelving materials	_____ reading shelves
_____ clearing book drops	_____ housekeeping
_____ retrieving newspapers	_____ other duties as assigned

2. The LRC holds the following collections:

--General	--Oversize (art materials)
--Juvenile	--Oversize (general materials)
--PICS	--Pamphlets
--Reference	--Musical Recordings
--7-day Books	

Look at the call numbers below and write on the line to the left where you would shelve material with that call number (write out the name of the appropriate collection):

a. _____ PN
2329
.J47

b. _____ OVERSIZE
N
4740
.P65

c. _____ PR
6005
.J47

d. _____ JUVENILE
PZ
7.1
.S47

e. _____ PICS
HF
4701
.K15

f. _____ OVERSIZE
TR
230
.B4

g. _____ PHONODISC
MI
147
.B25

h. _____ PHONODISC
PS
6025
.U15

i. _____ REFERENCE
BF
47
.L3

3. On the line to the left of the statement, mark which of the following statements are TRUE or FALSE:

_____ a. It is important to read Library of Congress call numbers line by line.
_____ b. Materials should be organized on book trucks in proper Library of Congress order before shelving begins.
_____ c. Accuracy in shelving is very important.
_____ d. It is critical to read range finders carefully.
_____ e. Materials found on the floor and on tables and carrels should be reshelved properly.
_____ f. Materials that are shelved incorrectly are often "lost" for long periods of time and sometimes declared missing.
_____ g. Pamphlets are placed in file cabinets according to subject.
_____ h. When in doubt, ask for help.
_____ i. Corporation annual reports and media catalogs are filed in the pamphlet file.

_____ j. All audio-visual materials (with the exception of 16mm films, video tapes, and musical recordings) are intershelved with the books.

4. Below are ten call numbers numbered from 1 to 10. Arrange these call numbers as you would on a book truck starting with the call number that would be shelved FIRST. Place the number that matches the call number on the spaces below and to the left.

1.	2.	3.	4.	5.	6.	7.	8.	9.	10.
G	PN	BF	HG	B	G	PN	KFI	F	F
503	529	34	3429	117	503	530	1224	304.5	304
.U6x	.J3	.L5	.D4	.L5	.U6	.F35	.A2	.A2	.A2
			J27	1972				1974	1974a
			1982						

a.____ b.____ c.____ d.____ e.____ f.____ g.____ h.____ i.____ j.____

5. Below are • call numbers numbered from 1 to 9. Arrange these call numbers as you would on a book truck starting with the call number that would be shelved first. Arrange the numbers (from 1-9) in correct order on the nine spaces below the call numbers.

1.	2.	3.	4.	5.	6.	7.	8.	9.
PR	PR	PR	PR	PS	PR	PR	PR	PR
504	50.4	5045	5045	504	504.5	50.4	504.5	5045
.A3	.G625	1981	.B63	.A3	.T4	.G64x	.T4	.B63
			K85	1964			1974a	K9
			1958					

a.____ b.____ c.____ d.____ e.____ f.____ g.____ h.____ i.____